



Troubleshooting

MIS:Sync

General

I'm trying to login to MIS:sync but it says 'a connection was established but the login details were incorrect'

Make sure you are entering the username and password you use to access ParentPay online.

In addition, your Organisation ID should read as follows depending on where your school is located:

England: school-1-(your 7 digit DFE(DCSF) number)

Scotland: school-3-(your 7 digit DFE(DCSF) number)

Wales: school-4-(your 7 digit DFE(DCSF) number)

Northern Ireland: school-2-(your 7 digit DFE(DCSF) number)

I'm trying to login to MIS:Sync but it says 'a connection could not be established'

As the error is stating "the Connection could not be established" there must be a problem with the Proxy Settings. From the login screen click on the Proxy tab and enter (or ask your ICT Manager to enter) the proxy settings into the fields – the Proxy URL needs to start with http:// for example http://proxy.intra.emmerdalelea.org

Once the proxy settings have been entered click the TEST CONNECTION button to establish the connection.

My settings keep disappearing from MIS:Sync

To avoid the problems associated with shared configuration files the MIS:Sync set-up will create its configuration files and other related files in to the installing users "application data" folder for example:

- XP - C:\Documents and Settings\(\username)\Local Settings\Application Data\ParentPay\MISSync\
- VISTA – C:\Users\(\username)\AppData\Local\ParentPay\MISSync\

This location is specific to the user who has installed MIS:Sync.

In the case of shared access to MIS:Sync or roaming profiles you may need to move this folder to a shared location such as the root of your C drive or to a shared network volume.

MIS:Sync will always look for its configuration files in the default location unless you use the command switch to instruct it to look elsewhere. To use this switch you can modify the target parameter of the short cut used launch MIS:Sync to include "/config=<location>" for example: "C:\Program Files\Parent/Pay\MISSync.exe" /config="h:\my place that I can access\config folder"

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Pupil uploads – SIMS

Pupil>auto update is not working

The most common reasons for the auto upload failing are as follows:

- a) The school is running the old version of MIS:Sync - from the login screen you should have the following version listed in the right hand bottom corner - 3.1.3987.20764 if you are running an older version you need to download the most recent version. You can do this by clicking on the Help link (top left of your home page in your ParentPay site), click on the 'click here to download MIS:Sync software' link. This will overwrite your current version but should retain all of your login details.
- b) The SIMS login details are missing from the settings or have changed - ACTION: Go to TOOLS>SETTINGS>click on the SIMS tab and enter or re-enter your SIMS username and password - if the SIMS File Location is missing click on the Open File and the system will insert this automatically, click SAVE - try the Auto Update again
- c) MIS:Sync cannot locate the ParentPay 2010 (or 2009) Report - ACTION: Log into SIMS - Go to REPORTS - RUN REPORT - Focus = Student - find the PARENTPAY 2009 report and either double click the report name or highlight the report and click RUN - now try the Auto Update Again
- d) The ParentPay 2010 (or 2009) report is not being saved to the desired location - ACTION: The system automatically places the PARENTPAY 2010 (or 2009) report in C:/Program Files/SIMS/SIMS.net - if your school accesses SIMS via a virtual server then the ParentPay report will be located on a different drive - you will need to replace the report location in the MIS:Sync settings via TOOLS > SETTINGS > SIMS
- e) The Auto Update stalls half way through for some SIMS schools (we think this has something to do with a slow internet connection speed) - ACTION: Instead of Auto Update perform a MANUAL upload via PUPILS >MANUAL UPDATE - this will bring your pupils to screen and you just click the UPLOAD button to transfer the data to ParentPay

If none of the above rectifies your issue, please go to Tools>Log files in MIS:Sync, locate the most recent log file (they are date and time ordered) and copy and paste the information from the window on the right of the screen into an email to support@parentpay.com

ERROR: duplicate SIMS id

The issue of duplicate data is due to a discrepancy with the data stored in SIMS. Usually this occurs when the data for religion and ethnicity has been duplicated.

Capita have advised us that schools need to follow the instructions below to correct this data in SIMS:

- Open Focus>Pupil>Pupil Details



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- In the pupil window search for the pupil in question
- Open details of this pupil and click on the Ethnic/Cultural panel of Pupil Details, then click on the 'History' button
- The student will have Ethnicity [Orange and red], Religion [Orange and red] and Home Language [Orange and Red] all duplicated
- There will also be two start dates for all these groups and no null dates
- Click on Ethnicity - if you click on 'Orange', it shows the membership dates with no end dates. If you click on 'Red' in the screen above, it shows the selected membership dates with no end dates. The student will have been added to ethnicity twice. This is the reason why the error shows as multiple records. You will need to correct the Ethnicity data to ensure there is only one record of ethnicity.

Once this is completed the Auto update in MIS:Sync should run successfully.

File Error 5 File failed on parsing

Usually occurs if there is a duplicate dietary requirement in SIMS, you need to check and amend any affected pupils then re-upload your data.

ERROR: cannot find report

You need to do as follows in SIMS:

Go to Reports>Run Report

Look into Focus>Student - you should find a Parentpay2010 (or a ParentPay 2009) report. Run this report.

You should get a message to say it has been created and can now try your upload again as normal.

ERROR: code 11

This indicates that MIS:Sync was unable to connect to SIMS. You will need to log into MIS:Sync, go to Tools>Settings, click on the SIMS tab and check the SIMS login details.

It could be that the SIMS location is missing. If you click on the Yellow folder, it will automatically populate the SIMS location field, however if your SIMS files are stored somewhere other than C:\Program Files\SIMS\SIMS.net you will need to enter the pathway manually.

Once the SIMS settings have been entered and saved you should be able to successfully upload your pupil data.

ERROR: missing year group

This indicates that your SIMS data is missing some mandatory information - the Year group field isn't complete for some of your students in SIMS. You can identify which students have this data missing by their Admission number, these are found in brackets at the end of each error message.



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You'll need to ensure this information is entered into SIMS, save it, and then run MIS:Sync again - your import should be successful.

ERROR: new ID for consumer *already used for consumer*****

We occasionally see this error when an attempt is made to give a pupil the same consumer id as another pupil on the database. An example of when this can happen is if a pupil leaves the school and then for some reason they return. The database already has the pupil data stored against one consumer and when an attempt is made to upload the new pupil account this causes a conflict in the database.

Our technicians are able to amend the database to ensure your upload, and any future uploads, go through successfully. Therefore, please contact our support team to report this error.

ERROR: report " not found

This error does not mean your upload has been unsuccessful. Your upload should have been processed successfully.

Try the upload again and you should receive the 'Upload Successful' report.

Example of this error:

Info: 2011-04-05 11:10:45 : SIMS connection test resulted in the following message (NB: the report name error is expected)

Info: 2011-04-05 11:10:45 : Report " not found

Pupil uploads – ALL other MIS

Error: inconsistent use of roll numbers

When you produce the file from your MIS system, at the bottom of the list of pupils it gives the total number of students. MIS:Sync recognises this as another data line and will report that there is a missing admission number (which is what the error message is saying).

To rectify, please go back to your csv or excel data file and remove the student total line from the bottom of the file.

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Our technicians are able to amend the database to ensure your upload, and any future uploads, go through successfully. Therefore, please contact our support team to report this error.

ERROR: missing year group

This indicates that your MIS data is missing some mandatory information - the Year group field isn't complete for some of your students. You can identify which students have this data missing by their Admission number these are found in brackets at the end of each error message.

You'll need to ensure this information is updated in your MIS, save it, and do your upload again - your import should be successful.

Staff data

All my staff show as female in ParentPay

The staff and visitor upload process does not include importing Genders. Once a member of staff or a visitor is uploaded to ParentPay the system automatically populates the gender field with Female for all staff and visitors. This data is not used or visible anywhere within the system apart from if you click to view the staff personal data.

Help, I've uploaded my staff and now they've all disappeared

When updating staff data it is important that you first IMPORT your existing staff records from ParentPay and then add/remove staff as required – you cannot import from a file if you have existing records. To rectify this issue please do as follows:

1. Login to ParentPay
 - Go to People>Pupils and staff
 - Choose group 1: Staff
 - Choose group 2: ALL
 - Tick the 'Include leavers' tick box
 - Click Search
 - Copy and paste all the data on screen into an Excel spreadsheet and save locally to your PC.

2. Login to MIS:Sync

Go to **File>Create import template**, save the template locally to your PC.

Copy and paste the data you have retrieved in step 1 above into the relevant columns in the Staff tab of the import template you have just created then save locally to your PC.

3. In MIS:Sync, go to **Staff>Manage data**



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- a) **Import tab** – tick File, click on the Yellow folder to browse and locate your saved staff template, click Open, select Staff from the dropdown menu in the pop up window, click OK and click Import
- b) **Manage tab** – remove any old staff members and add your new one's (remember not to re-use ID's) and click Save
- c) **Upload tab** – tick ParentPay website and click Export

Your staff accounts will now be re-instated and visible in ParentPay.